

Amendment to Claims

Please cancel claims 1-18 and 20. Please amend claims 19, 21-24 as follows:

1-18. (Cancelled).

19. (Currently Amended) A computer system, comprising:

an event manager; and

mid-level managers coupled to said event manager;

wherein said mid-level managers are adapted to receive error messages from disparate client monitoring agents, said error messages comporting with a standardized format that includes a business string, said business string includes a plurality of fields of information ~~indicative of the nature of an error~~ including a customer identifier, and a product type.

20. (Cancelled)

21. (Currently Amended) The computer system of claim 19 wherein said plurality of fields of information in the business string includes ~~a customer identifier, a business designation indicative of a business type of system, a product code, a product type, a managed object type, a type, an agent [[an]] and a manager identifier.~~

22. (Currently Amended) The computer system of claim ~~[[21]]~~ 19 wherein said product ~~[[code]]~~ type is indicative of a product selected from the group consisting of an operating system, a hardware component, a network device, an application, and a security feature.

23. (Currently Amended) The computer system of claim ~~[[22]]~~ 19 wherein said product type is indicative of a type corresponding to the product code.

24. (Currently Amended) The computer system of claim 21 wherein a value of said business designation is indicative of a business type selected from [[the]] a group of values representing business types of systems consisting of production, solutions testing, development, and a disaster ~~reecover~~ recovery.

25. (Original) The computer system of claim 19 wherein said error message also includes an error event identifier and a severity level.

26. (Original) The computer system of claim 19 wherein said error message also includes an error event identifier, a data and time, a server identifier, a severity level and an error message.